Information Systems Advisory Body
County of Los Angeles

CHAIRMAN
Lee Baca
  Sheriff

CHAIR PRO TEM
John Ruegg
  Director, ISAB

ISAB

John Ruegg
Director
(562) 403-6501

Felix Basadre
Assistant Director
(562) 403-6505

Ali Farahani
Director, Integration Services
(562) 403-6513

Marcus Leon
Director, Project Development
(562) 403-6527

Noble B. Kennamer, Jr.
Legal Director
(562) 403-6650

12750 Center Court Drive
Suite 500
Cerritos, CA 90703

MEMBERS

Lee Baca
  Sheriff
John Clarke
  Executive Officer/Clerk
  L.A. Superior Court
Steve Cooley
  District Attorney
Janice Fukai
  Alternate Public Defender
William T Fujioka
  Chief Executive Officer
Michael P. Judge
  Public Defender
Calvin C. Remington
  Acting Chief Probation Officer
Scott Pickwith
  President, Police Chiefs' Association
Dr. Lakshmanan Sathyavagiswaran
  Chief Medical/Coroner
  Department of the Coroner
Richard Sanchez
  Chief Information Officer
Tom Tindall
  Director, Internal Services Department
Charles Beck
  Chief of Police, City of Los Angeles

August 24, 2010

TO: Supervisor Gloria Molina, Chair
        Supervisor Mark Ridley-Thomas
        Supervisor Zev Yaroslavsky
        Supervisor Don Knabe
        Supervisor Michael D. Antonovich

FROM: John Ruegg, Director
        Information Systems Advisory Body

INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER N06-0223 FOR LAN AND NETWORK MANAGEMENT

This letter is to notify you of our intent to request the Internal Services Department (ISD) to extend ITSSMA Work Order N06-0223 with Endeavor Systems Consultants, from December 31, 2010 through December 31, 2012 and add $290,000 to bring the new total to $589,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects and or services that will exceed $300,000.

BACKGROUND

The Information Systems Advisory Body (ISAB) maintains a VMWare-based development infrastructure that includes Windows 2003 servers running IIS, Exchange, Active Directory and LDAP; database servers running Oracle and SQL Server; a Citrix Application Delivery server for the ISAB Law Library; IBM Websphere and Oracle application Servers; Global 360's Case Manager and FYI ECM application suites; a training room with 18 work stations; and desktop / laptop support for 7 users.

In addition, ISAB also maintains multiple production systems in the County's data center supporting the Criminal Justice community. These systems support ISAB's Consolidated Criminal History, Message Broker and Enterprise Content Management efforts.

In support of the above mentioned infrastructure, the services of Endeavor Systems Consultants, Inc. were retained via a competitive bid by the ISD. Endeavor Systems Consultants, Inc. was selected as the lowest priced qualified bid at $77.00 per hour.

SCOPE OF WORK

The scope of work includes, but is not limited to, the following.

- **Network Server Administration.** Takes direction from and works in conjunction with Project Manager to resolve day-to-day MS Server 2003 problems and add enhancements.

- **Exchange Systems Administration.** Takes direction and works in conjunction with the Project Manager to resolve day-to-day MS Exchange and Outlook problems, problem reporting, remediation; and other troubleshooting.

- **Back up and Disaster Recovery.** Confirms strict daily, weekly and monthly backup routines for all severs. Assists with ongoing disaster recovery related activities, including updating the documentation of all servers and application configurations, security settings, backup and recovery.

- **Evaluate New Products & Services.** Evaluate, test and provide detailed reports and recommendations on new hardware and software applications, and services where necessary or requested by Project Manager.

- **Risk Management.** Assist in the operating system and Back Office updates and patching, Symantec Endpoint Protection, and Symantec Brightmail Spam control to ensure integrity of the systems.

- **Mentoring and Knowledge Transfer.** Provides technical knowledge and support for Executive Office data center activities where necessary. This will include coaching desktop and other IT users in the use of the following software: Microsoft Exchange, Microsoft Server 2003, network connectivity and troubleshooting.

JUSTIFICATION

ISAB maintains a robust development infrastructure that includes Windows 2003 servers, Exchange, Active Directory and LDAP; database servers running Oracle and SQL Server; a Citrix Application Delivery server for the ISAB Law Library; IBM Websphere and Oracle application Servers; Global 360's Case Manager and FYI ECM application suites; a training room with 18 work stations; and desktop / laptop support for 7 users.

Support for the ISAB development environment is currently outsourced to ISD. Extension of this Work Order will augment ISD resources to continue to provide ISAB with server and network management in maintaining the above mentioned infrastructure.

FISCAL IMPACT

The Consultant hourly rate will remain the same through the Amendment period. The additional funds of $290,000 combined with the prior amount of $299,000 create a new total maximum amount of $589,000 and is included in ISAB's Fiscal Year 2010-11 budget. No new net county costs are being requested for this extension.
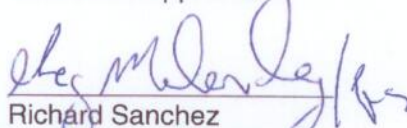
NOTIFICATION TIMELINE

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of Work Order N06-0223 to increase the maximum dollar amount. There is a two-week timeline from the date of this notice for Board review and comment. If none is received, ISAB will notify ISD to proceed with the Amendment.

If there are any questions regarding this matter, please contact Felix Basadre at (562) 403-6505.

JR:FB:pf

c: Chief Executive Officer
       Executive Office, Board of Supervisors
       Director, Internal Services Department

Noted and Approved

Richard Sanchez
Chief Information Officer

8/26/2010
Date